



Senior Manager, Human Resources

Job Code	20000143	Job Family	Senior Manager	Leader	
Department	Human Resources	Reports to	Human Resources Director	Union Status	Non-Represented
FLSA Status	Exempt	Pay Grade	2061		
Last Updated	8/29/2022				

Accountability for Workplace Culture

Our PUD values are at the center of our culture. Putting the safety, health, and well-being of our communities and those we work with is valued above all else and everyone on Team PUD must meet this commitment daily. Nothing we do in achieving our Mission is worth a single injury, and all who interact with us must feel they are valued and welcomed as individuals.

Everyone on Team PUD, in all positions, is accountable for achieving this safe and welcoming culture by:

1. Taking full ownership for the safety of themselves and their coworkers, while ensuring everyone feels valued and welcomed.
2. Taking action to identify and eliminate their own and others' at-risk behaviors, including the behaviors that may undermine another's feelings of being welcomed and valued.
3. Following all safety rules and regulations and ensuring the PUD's expectations for conduct and respect are maintained.
4. Openly sharing near-misses, safety learning opportunities, and ways we can learn to be a more welcoming place while encouraging others to do the same.
5. Utilizing Stop Work Authority to intervene with anyone, anytime, in any place.
6. Intervening or seeking guidance to stop actions that are harmful to the wellbeing, health, or sense of belonging of others, and which are detrimental to our PUD values.

Job Summary

The Senior Manager, People Operations and Talent Strategy (Sr. Mgr, PO/TS) leads multiple functions in both people and culture operations and talent strategy domains, aligning department resources and impact to ensure value is delivered to the end-customer through ensuring people-centric programs and services, and a culture where all employees can feel welcomed and valued. The Sr. Mgr PO/TS guides the people strategy, roadmap, and implementation plan, including the talent strategy needed to achieve District strategic and operational deliverables, and ensures the products, programs and services under people operations result in an exceptional employee experience. Acts as a resource and advisor to leaders, coaching to equip them to engage, coach, develop and empower their own employees. Ensures the department consistently and effectively provides the best possible product with the end user in mind, and utilizes people analytics and data to drive an agile mindset and continuously improvement of the department and the organization.

Accountabilities

Accountability #1

Leads the creation and deployment of the Ten Year Talent Strategy to ensure the District has the culture and capabilities needed to achieve strategic priorities by co-creating with District employees, leaders and other stakeholders a talent roadmap for specific products and services delivered through people operations; driving innovation and best practices in people and culture programs, products and services when deploying strategy; and ensuring business, end-customer and employee value is measured and achieved.

Accountability #2

Ensures the functions comprising people operations are continuously improved upon and remain flexible and adaptable to emergent change by instilling an agile mindset within their team, utilizing continuous improvement and project management tools to drive change, utilizing end-users and cross-departmental teams to co-create solutions, managing the portfolio of improvement opportunities and user requests within available resources, and ensuring innovations are within the bounds of compliance constraints.

Accountability #3

Demonstrate exceptional business and end-customer value through credible business consultation and partnership with leaders and other stakeholders by utilizing a business mindset to understand District industry, business models and operational deliverables in all divisions; by influencing, consulting, advising, and coaching on people matters; by equipping the organization with capabilities for individual, operational, and organizational growth and effectiveness; by engaging with leaders to accelerate positive change, agility and innovation and a learning mindset throughout the organization; by contributing to District's the understanding of people value perspectives and guide them with this expertise; and similar responsibilities.

Accountability #4

Achieve the highest level of employee, leader and community trust and confidence in all HR team members, programs, processes and services by demonstrating confidentiality and discretion in sensitive matters; by following ethical practices and acting with integrity without exception and without the actual or perception of conflicting interests; by aligning actions and words with District values; by proactively building and sustaining positive, collaborative and accountable relationships with coworkers, District employees, and other stakeholders; by ensuring compliance requirements are understood and achieved; and similar responsibilities.

Accountability #5

Ensure a celebrated District culture experienced as inclusive, welcoming, friendly, positive and upbeat workplace for all employees by strengthening the connection between employees and their leaders; by embedding the District's mission, vision, values and goals in all people and culture programs; by understanding and leveraging the employee-employer relationship from the individual employee value, business value and end-customer perspectives; by embedding the value of diverse people, experiences and perspectives in all people programs, processes and services; and by collaborating with leaders to ensure fair, equitable and dignified treatment of all connected to the District internally and externally; and similar responsibilities.

Accountability #6

Lead the people operations and talent teams in achieving Talent Strategy and operational targets by building a team of engaged, committed and collaborative professionals who are service oriented, human-centric, and relationship focused; by developing their functions and the overall department to act as consultants, analysts and advisors to leaders and employees; by managing multiple assigned people operations and/or talent functions; and by collaborating on related people and culture programs and initiatives throughout the organization.

Accountability #7

Ensure the EX and business operations are effectively managed through availability of the workforce by overseeing the District's Absence Management programs, return to work, Worker's Compensation, paid time off, and other programs; ensuring analytics and dashboard data is readily available for operational decision making; and by ensuring employees are cared for in alignment with our values when absences are required.

Accountability #8

Guide the District's people and culture experiences by overseeing the District's Employee Relations, Labor Relations, and performance management processes and systems; by providing advisory and coaching support to District leaders as they manage employee challenges and opportunities; by collaborating with internal and external legal teams to help leaders align actions with culture and manage liabilities; by collaborating with other departments to evaluate the engagement of employees and leaders and provide action-planning consultation and leadership; and by overseeing performance management processes and

systems that align with an accountability-based culture, District competencies and values, and Strategic plans.

Accountability #9

Manages and evaluates the performance of assigned staff including providing coaching, positive recognition and discipline when appropriate. Provides opportunity for employee development and training as appropriate. Ensures staff understands and complies with District Directives, safety rules and other related policies and procedures. Establishes performance expectations, work priorities, staff assignments and administrative procedures. Cooperates with other District departments to ensure coordinated work efforts. Evaluates staffing needs of the department and makes recommendations to the General Manager for increases and/or decreases in staffing levels. Conducts interviews and makes staff selections to meet the Districts strategic plans and critical goals.

Accountability #10

Minimum Qualifications Note

The minimum qualifications listed below are representative of the knowledge, skills, and abilities needed to perform this job successfully, as described in the Accountabilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential Accountabilities (duties and responsibilities) of this position. If you need assistance and/or a reasonable accommodation due to a disability during the application or recruiting process, please contact Human Resources at HRRecruiting@snopud.com, or by phone at 425-783-8655.

Qualifications – Education and Experience

Minimum Required Education and Experience:

Bachelor's Degree in HR Management, Business Administration, Industrial/Organizational Psychology, Organizational Development, Sociology/Cultural Anthropology, Leadership, DEI, or related field, AND

Four (4) years of experience in a progressively responsible professional-level HR position;

OR

Eight (8) years of experience in a progressively responsible professional-level HR position, in

addition to having a senior professional HR certification.

Preferred Education and Experience:

Qualifications – License(s) and/or Certification(s)

Minimum Required License(s) and/or Certification(s):

Preferred License(s) and/or Certification(s):

SHRM-SCP, SPHR, or similar advanced HR certification
Agile SCRUM Master
Agile Product Owner

Qualifications – Skills and Abilities

Minimum Required Skills and Abilities:

Build and maintain collaborative, influential, and strategic internal and external relationships at all levels
Analyze complex data (quantitative and qualitative) from multiple sources to identify people and culture drivers and opportunities
Facilitation and presentation expertise; facilitation of sensitive and difficult subjects and with chaotic or high-tension participants, where the outcomes have lasting impacts to the culture and success of the organization
Flexibility to navigate both tactical (daily) and strategic demands concurrently
Raise difficult and complex organizational challenges to stakeholders to resolve barriers to achieving the culture and business success throughout the organization
Principles of continuous improvement, Agile, Scrum, Project Management and related
Principles and practice of Interest Based Bargaining (labor/non-labor problem solving/innovation).

Preferred Skills and Abilities:

Competencies

The following competencies describe the cluster of behaviors associated with job success in the job group identified as “Leader” at the Senior Manager level.

- Adaptability
- Building Customer Relationships
- Building Talent
- Business Acumen
- Coaching
- Communication
- Continuous Learning
- Courage
- Creating a Culture of Trust
- Creating an Inclusive Environment
- Cultivating Networks and Partnerships
- Customer Focus
- Delegation and Empowerment
- Driving for Results
- Driving Innovation
- Emotional Intelligence Essentials
- Facilitating Change
- Financial Acumen
- Guiding Team Success
- Initiating Action
- Inspiring Others
- Leveraging Feedback
- Planning and Organizing
- Positive Approach
- Professional Knowledge and Aptitude
- Strategic Planning
- Stress Tolerance

Physical Demands

Physical Demands List	Frequency
Sit	Frequent (34-66%)
Walk	Occasional (11-33%)
Stand	Occasional (11-33%)
Drive	Occasional (11-33%)

Work on ladders	Never
Climb poles or trees	Never
Work at excessive heights (note heights in open text box below)	Never
Twist	Seldom (1-10%)
Bend/Stoop	Seldom (1-10%)
Squat/Kneel	Never
Crawl	Never
Reach	Occasional (11-33%)
Work above shoulders (note specific activity in open text box below)	Never
Use Keyboard /mouse	Constant (67-100%)
Use wrist (flexion/extension)	Constant (67-100%)
Grasp (forceful)	Seldom (1-10%)
Fine finger manipulation	Frequent (34-66%)
Operate foot controls	Never
Lift (note weight in open text box below)	Seldom (1-10%)
Carry (note weight in open text box below)	Seldom (1-10%)
Push/Pull (note specifics in open text box below)	Never
Work rapidly for long periods	Seldom (1-10%)
Use close vision	Seldom (1-10%)
Use distance vision	Seldom (1-10%)
Use color vision	Seldom (1-10%)
Use peripheral depth perception	Never
Speak	Constant (67-100%)
Hear	Constant (67-100%)

Additional Physical Demands not listed above and associated frequency below.

Lifting and carrying - approx 20 lbs maximum

Mental Demands

Communication	Frequency
Understand and carry out simple oral instructions	Constant (67-100%)
Understand and carry out complicated oral instructions	Constant (67-100%)
Train other workers	Constant (67-100%)
Work alone	Occasional (11-33%)
Work as a member of a team	Constant (67-100%)
Follow standards for work interactions	Constant (67-100%)
Write communications for clarity and understanding	Constant (67-100%)

Speak with clarity with others	Constant (67-100%)
Comprehension	Frequency
Read and carry out simple instructions	Frequent (34-66%)
Read and carry out complicated instructions	Frequent (34-66%)
Retain relevant job information	Constant (67-100%)
Reasoning	Frequency
Read and interpret data	Frequent (34-66%)
Count and make simple arithmetic additions and subtractions	Occasional (11-33%)
Use intermediate and/or advanced math	Occasional (11-33%)
Organization	Frequency
Plan own work activities	Constant (67-100%)
Plan work activities of others	Constant (67-100%)
Direct work activities of others	Constant (67-100%)
Resilience	Frequency
Work under pressure	Constant (67-100%)
Work for long periods of time	Frequent (34-66%)
Work on several tasks at the same time	Constant (67-100%)

Additional Mental Demands not listed above and associated frequency below.

Work Environment

Environmental Conditions List	Frequency
Exposure to weather	Seldom (1-10%)
Wet and/or humidity	Seldom (1-10%)
Atmospheric conditions	Seldom (1-10%)
Confined/restricted working environment	Never
Vibratory Tasks – High	Never
Vibratory Tasks – Low	Never

Additional Environmental Conditions in this job not listed above and the associated frequency below.
Primarily indoor environment but will do job site visits outdoors occasionally.

Risk Conditions List	Frequency
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Exposure to Heights	Never
Exposure to Electricity	Never
Exposure to Toxic or Caustic Chemicals	Never
Working with Explosives	Never
Exposure to Radiant Energy	Never
Extreme Cold	Never
Extreme Hot	Never
Proximity to Moving Mechanical Parts	Never
Noise Intensity	Never
Exposure to animals	Never
Working with angry customers	Occasional (11-33%)

Additional Risk Conditions present in this job not listed above and the associated frequency below.

On-Call Status and Frequency

On-Call is required.

- Yes
- No

On-call activities and frequency.

Work Location

The primary assignment for this position is:

- Remote
- Office Hybrid
- On-Site
- Field/Job Site

While this description has provided an accurate overview of responsibilities, it does not restrict management’s right to assign or reassign duties and responsibilities to this job at any time. This position description is designed to outline primary duties, qualifications, and job scope, but not limit our

employees or the organization to complete the work identified. In order to serve our customers best, each employee will offer their services wherever and whenever necessary to ensure the success of the District in serving our customers, to further the safety, health, and inclusivity of employees and the public, and achieve expectations of the District overall, while also remaining flexible in recognition of the employee's wellbeing.